
E-Consult News

November 2019

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Satisfaction

Survey Reports Providers' Positive Experiences with E-Consult

A recently published [survey](#) of 139 primary care providers, funded by the California Health Care Foundation (CHCF), reports strong evidence of e-consult's benefits. The respondents' positive perspectives on e-consult include increased job satisfaction and clinical confidence and improved patient care quality.



CHCF conducted a Q&A with survey respondent Kim Nguyen, MD, internal medicine physician associate and medical director at LifeLong Medical Care's Ashby Health Clinic in Berkeley. Dr. Nguyen shared her experience working with e-consult at her clinic since 2015.

Dr. Nguyen notes that in addition to delivering fast answers and care plans for her patients "within a day or even the same day", e-consults provide important education. "Ultimately, if you can become your own expert in problems you see often, you can reduce the need to rely on outside specialists, whether electronically or not, and that saves everyone time," she commented. Read the full interview of Dr. Nguyen's insights on the value of e-consult [here](#).

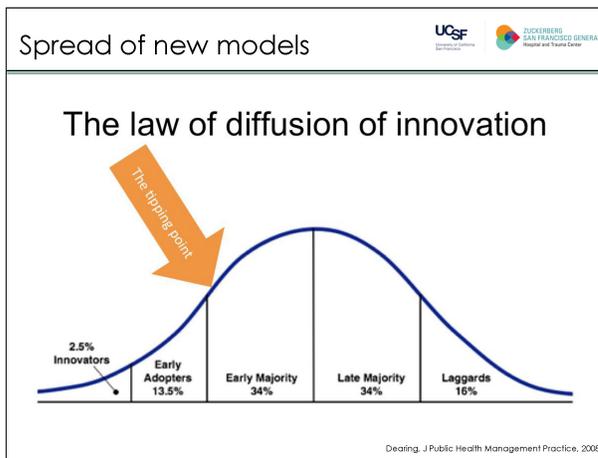
Annual E-Consult Workshop Highlights

E-Consult and Diffusion of Innovation

On November 4th, the E-Consult Workgroup met for its fifth annual meeting focused on addressing e-consult adoption and reimbursement. Kicking off the event, Delphine Tuot, MDCM, MAS, Associate Professor of Medicine, UCSF, explained that improved patient experience, provider experience, population health and lower costs have spurred adoption and moved e-consults past the Innovator and Early Adopter phases on the curve of innovation diffusion.

"This tipping point is where I think we are in our e-consult work, and the question is how do we push it up to the curve," stated Dr. Tuot.

In order to increase e-consult adoption, early adopters still need to report and share program data. E-consult advocates should pay attention to observability, implementation and technical support, and change agent influence.



Demonstrating these elements will push the use of e-consult to later adopters.

Drs. Paul Giboney, Los Angeles County Department of Health Services and Douglas Archibald, University of Ottawa, joined Dr. Tuot as keynote speakers to guide the Workgroup in drafting priorities

for 2020. View the *E-Consult Workshop's speaker presentations on the future of e-consult's adoption and payment* [here](#).

E-Consult Workgroup

Input Requested on Workgroup Agenda for 2020

The E-Consult Workgroup is seeking your input to shape its 2020 agenda. Please [complete our brief survey](#) to provide input on Workgroup focus areas for the coming year.

Cost Effectiveness

Value-Based Care Experts Discuss E-Consult and Specialty Care Access

The fourth annual Value-Based Care Summit, held in Boston this October, included an e-consult panel session titled “eConsults and the Role of Specialists.” The session reviewed Medicaid patient needs for improved specialty care access and how e-consult helps resolve this need with the benefits of lower cost and improved care coordination, reports [mHealth Intelligence](#).

Panelists also acknowledged that “resistance to change” continues to be a barrier to health care innovation. Overcoming this barrier includes outreach and training, stated Danielle Carter of the American Association of Medical Colleges (AAMC). Focusing on workflow and productivity may help to lift this resistance

to change, commented panelist Daren Anderson, Director of the Weitzman Institute.

Efficiency

E-Consults Eliminate Unneeded Referrals for Allergists

The Journal of Allergy and Clinical Immunology: In Practice recently published an [editorial by a group of allergists](#) of from Kansas City-based Children's Mercy Hospital focused on how e-consults eliminate inappropriate referrals.

Equity

Study Notes E-Consults Improve Equity in Access to Dermatology

A recent [study published in the Journal of the American Academy of Dermatology](#) demonstrates that e-consults may help to alleviate insurance, racial, and socioeconomic health disparities that “continue to pose significant challenges for access to dermatologic care.” The cross-sectional evaluation of ambulatory referrals and e-consults over a 25-month period demonstrated that patients provided ambulatory referrals without prior e-consults were significantly more likely to no-show than patients provided e-consults.

The study concludes that “integrating dermatologic care through a telemedicine system can result in improved access for underserved patients through improved efficiency outcomes.”

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